



June 26, 2017

Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017-In Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG DOCKET NO. 03-123

Attn: Office of the Secretary,

The Arizona Commission for the Deaf and Hard of Hearing respectfully submits the enclosed annual Complaint Log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c) (ii) of the FCC's rules. Our complaint log summaries will show the dates of complaint, the nature of the complaints, the dates of its resolution, and an explanation of the resolution for TRS services provided by Sprint Relay from June 1, 2016 thru May 31, 2017.

Sprint Relay tracked all complaints and all other customer service activity for the State of Arizona. They processed any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in these reports, and normally provide a resolution to all complaints within 72 hours. The complaints enclosed has been resolved.

Arizona Commission for the Deaf and Hard of Hearing certifies that there were no pending complaints in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c) (ii) of the FCC's rules for the time period June 1, 2016 through May 31, 2017.

Please feel free to contact me at 602-542-3383, or Ken Arcia with Sprint at 520-277-7278 V/VP, with any questions regarding the above.

Sincerely,



Sherri Collins,
Executive Director

602-364-0990 TTY * 602-542-3323 V * 480-559-9441 VP * 800-352-8161 V/TTY * 602-364-0581 FAX * info@acdhh.az.gov

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure, in partnership with the public and private sectors, accessibility for the deaf, deaf-blind, hard of hearing, and persons with speech difficulties to improve their quality of life.



Arizona Commission
for the deaf and the hard of hearing
100 N 15th Avenue * Suite 104 * Phoenix, AZ 85007
acdhh.org

Complaint Tracking for Arizona (06/01/2016-05/31/2017). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/27/16	Customer states that the agent would not turn up the volume so that he could be heard on his Voice Carry Over call. During the call with TRS, there was a lot of garbling and he could not read the message typed to him. He has a Blue Krown device that is over 10 years old. The Relay Customer Service apologized and suggested that he might want to get a newer device with the state equipment program. He said he contacted them and they no longer carried his device and he didn't want any other device. He again stated it was a relay issue. I called the Communication Assistant's supervisor. It was noted that the agent did turn up the volume as far as possible but he could still not be heard by the party he was calling. No call back requested	06/27/16	The Quality Supervisor had been observing the call and the Communication Assistant had announced the call; however, the voice person was not responding. The Communication Assistant did follow procedure.
2	08/16/16	A Voice Carry Over (VCO) customer stated that the Communication Assistant did not know how to process the answering machine retrieval procedure correctly. Supervisor documenting the concern and apologized for the inconvenience. Follow up letter requested to be sent via email.	08/16/16	Supervisor coached the Communication Assistant and reviewed the steps to complete the answering machine retrieval procedure correctly. Follow up letter sent via email as per request.
3	12/05/16	Customer Complaint: The caller reported that evidently his typing was garbled which caused the other person on the line to keep asking the same question over and over. But the Communication Assistant never informed the caller that his typing was garbled. The call was then transferred to the customer service department. Customer Service Response: Customer Service also could not read the garbled messages the person was sending but tried reading portions to piece it together and finally obtained the Communication Assistant's ID number. I provided instructions to fix the TTY such as turn off Turbocode. That did not correct the issue. No follow up requested.	12/05/16	Supervisor met with the Communication Assistant and coached to trouble shoot as much as possible and if the problem continues to fill out a trouble ticket.
4	01/17/17	Customer reported inaccurate captions during some calls but customer had no specifics.	01/17/17	Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. Customer Service Representative explained the captioning process and requested that customer document the date time and Communication Assistant's # of any future calls to allow us to follow up with the captioning department if needed. Customer noted captions were clear now and requested no further follow up.
5	01/26/17	Customer reported no captions on a specific call on the CapTel 840.	01/27/17	Customer Service Representative apologized to the customer for the additional wait time to connect with a Communication Assistant. Customer Service Representative recommended the customer continue to hold for the next available Communication Assistant. Customer Service Representative noted this added answer time was the result of higher call volume in our Call Centers at the time they attempted their call. Customer Service Representative confirmed customer was able to make their captioned call successfully.

Douglas A. Ducey
Governor



Sherri L. Collins
Executive Director

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6	02/01/17	A Customer utilizing the Speech to Speech service was being asked the standard questions from the Communication Assistant and the customer felt that the Communication Assistant was rude. Customer stated that they have never been asked those questions before. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	02/01/17	Supervisor coached the agent on the tone of voice used when asking the standard questions to process the speech to speech call. Assistant Supervisor also advised the caller that the questions asked were standard procedure. Multiple attempts were made to follow up with the customer, as per request. This resulted in leaving a message on the answering machine advising the customer to reach out to customer service to add notes to the customer's database for more efficient call processing.

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